The Department of Personnel has partially completed an occupational review of the Fiscal Management & Staff Services occupational group. The following class specifications reflect revisions of the duty statements, knowledge, skills and abilities, concepts and minimum qualifications.

It is recommended that the changes to these class specifications be approved effective August 11, 2006, with the exception of the State Land Agent series, IT Professional series, and Business Process Analyst series, which will become effective July 1, 2007, pending funding by the Legislature, as follows:

1. Subgroup: Materials Acquisition & Services
    Buyer series

2. Subgroup: Property Appraisal, Valuation & Acquisition
    State Land Agent series

3. Subgroup: Actuarial/Research/Grants Analysis
    Transportation Planner/Analyst series

4. Subgroup: Public Information
    Publications Editor series

5. Subgroup: Information Technology
    a. *IT Manager series*
    b. *Master IT Professional series*
    c. *IT Professional series*
    d. *Business Process Analyst series* (Moving to Administrative & Budget Analysis)
    e. *IT Technician series*

6. Obsolete Classes to be Abolished
    a. Information Systems Manager I
    b. Data Processing Manager II
    c. Information Systems Specialist series
    d. Computer Operations Supervisor series
    e. Computer Systems Programmer series
    f. Computer Network Specialist series
    g. Information Security Officer series
    h. Computer Network Technician Trainee
    i. Agency/Program Information Specialist series

Basis for Recommendation

1.   Subgroup: Materials Acquisition & Services

7.307   Buyer series

The Buyer series was last revised in 1992, but very few changes have occurred since then and only minor revisions to the series and class concepts were necessary. The titles used to designate levels were changed to Roman numerals for consistency in the State's classification plan. Knowledge, skills and abilities, which are most critical to successful job performance, have been revised to better reflect current duties. This body of knowledge has always been necessary but was not fully described in the existing class specification. The minimum qualifications were modified to align with other professional series in this occupational group.

Buyers are responsible for procuring goods, products, financing and services required by State agencies and political subdivisions. Incumbents formulate bid specifications, develop bid evaluation criteria, solicit written bids, proposals and competitive quotations, administer contracts and monitor vendor performance.

7.307 Buyer IV, Grade 36: Under general direction, incumbents are first-line supervisors of professional and technical purchasing staff.

7.308 Buyer III, Grade 34: Under limited supervision, incumbents perform more specialized and complex purchasing duties involving high-dollar procurement of equipment, materials, supplies and specialized services. This is the advanced journey level in the series.

7.310 Buyer II, Grade 32: Under general supervision, incumbents perform the full range of duties described above. This is the journey level in the series.

7.318 Buyer I, Grade 30: Under close supervision, incumbents learn to perform purchasing duties as described above in a training capacity. Progression to the next level may occur upon meeting minimum qualifications and with the recommendation of the appointing authority.

2.   Subgroup: Property Appraisal, Valuation & Acquisition

7.415   State Land Agent series

The State Land Agent series has experienced significant change since the last occupational study conducted in 1992 by Ernst and Young. Currently, the State Land Agent I class is either a trainee or works on narrowly focused projects below the journey level. There are no longer fully trained positions that work below the journey level; therefore, we recommend the entry level be revised to describe a training level only.

At the time of the last occupational study, journey level agents assisted in all aspects of State land negotiations, acquisitions and disposal. Now, because of the tremendous growth of our State and the need to identify and secure State and capital improvement projects in rapidly growing communities, a greater number of complex land, mineral, water and water rights

acquisitions and transfers are being negotiated. As a result, journey level positions are now required to function independently in two or more areas of specialty to include sovereign lands, property acquisition, property leasing and management, easements, property appraisal and disposal.

In addition, several positions are functioning at an advanced journey level. These positions are assigned the most complex and politically sensitive projects often monitored closely by the Governor's Office, elected officials and the Legislature as well as receiving intense public scrutiny. These positions also act as project managers with oversight and responsibility for negotiating with planners, engineers, surveyors, utilities, developers and public agencies; develop and monitor consultant contracts; and develop and meet project timelines. These projects involve collaboration and negotiations between several public and private entities and/or sovereign nations. Incumbents also manage title aspects (acquisition, easements, facility expansion) of State property for large State agencies such as the Departments of Corrections, Public Safety, and Motor Vehicles, and assist these agencies in forecasting and determining their future land and building needs; lead negotiations on complex acquisitions for expansion of State facilities and coordinate with the State Public Works Board for locating land for capital improvement projects.

Incumbents act as lead agents and train and assist lower level agents on project issues and review work as needed. It is recommended the advanced journey level be allocated at grade 36, two grades above the journey level, grade 34. Allocation to grade 36 appropriately aligns the State Land Agent III with the advanced journey level Right-of-Way Agent III, grade 36, also in the Property Appraisal, Valuation and Acquisition occupational subgroup.

The Supervisory State Land Agent has experienced increased complexity due to the greater number of complex and politically sensitive projects reviewed, the increased impact of error with intense collaborations between public and private agencies, and increased supervisory responsibility. It is recommended the supervisory level be retitled to State Land Agent IV and allocated at grade 39 to align with the Right-of-Way Supervisor, also grade 39.

With the assistance of subject matter experts, the knowledge, skills and abilities (KSA's) were expanded to better describe additional KSA's required to perform at the journey, advanced journey and supervisory levels. The minimum qualifications were also revised to reflect the requirement for professional experience in public lands, property appraisal, real estate, or property management or development or closely related experience.

7.415 State Land Agent IV, Grade 39: Under general direction, incumbents plan, organize and direct property management, acquisition and disposal functions; supervise subordinate State Land Agents and assigned technical and/or support staff; train, assign and review projects to ensure work is performed according to standards and regulations; and provide expertise and guidance on complex and sensitive issues. This is the supervisory level in the series.

7.414 State Land Agent III, Grade 36: Under limited supervision, incumbents are assigned the most complex and controversial projects with intense public and political scrutiny, and leadworker responsibility for lower level State Land Agents including training, advising,

and reviewing work. State Land Agent III's manage projects with responsibility for collaboration with multiple public and private entities and disciplines, and transactions with potentially serious impact to the State; manage title aspects (acquisition, easements, facility expansion) of State property for large State agencies such as the Departments of Corrections, Public Safety, and Motor Vehicles, and assist these agencies in forecasting and determining their future land and building needs; lead negotiations on highly complex acquisitions for expansion of State facilities and coordinate with the Public Works Board on locating land for capital improvement projects.

This is the advanced journey level and is distinguished from the journey level by a preponderance of complex/controversial assignments, leadworker responsibility, and independent work assignments in three or more areas of specialty to include sovereign lands, property acquisition, property leasing and management, easements, property appraisal or property disposal.

7.416 State Land Agent II, Grade 34: Under general supervision, incumbents perform the full range of duties described in the series concept at the journey level and function in two or more areas of specialty to include sovereign lands, property acquisition, property leasing and management, easements, property appraisal or property disposal.

7.417 State Land Agent I, Grade 32: Under close supervision, incumbents perform the duties described in the series concept in a training capacity. Work is assigned and reviewed for technical accuracy. This class represents the trainee level and progression to the journey level may occur upon meeting the minimum qualifications and with the approval of the appointing authority.

3.   Subgroup: Actuarial/Research/Grants Analysis

7.705   Transportation Planner/Analyst series

With input from subject matter experts, only minor changes were made to the Transportation Planner/Analyst series concept and the knowledge, skills and abilities. The class concept for the Transportation Planner/Analyst III has been expanded to more clearly distinguish work performed at this level from the lower level classes.

Transportation Planner/Analysts participate in transportation system analysis, planning, and research programs or projects and/or related functional areas as mandated by and within the guidelines of federal and State authorities.

7.705 Transportation Planner/Analyst IV, Grade 41: Under general direction, incumbents manage a research or planning division within the Department of Transportation by establishing program area policies and procedures, and developing and monitoring the budget. They direct and evaluate the activities of subordinate supervisors and lower level Transportation Planner/Analysts in carrying out the administration of State and federally mandated programs.

7.720 Transportation Planner/Analyst III, Grade 38: Under limited supervision, incumbents have full supervisory responsibility for lower level staff and two or more major program areas such as Planning Management, Roadway Inventory, Statewide Continuous Counts, Statewide Long Range Plan, and Project Evaluation; and may assist in the development of program budgets.

7.729 Transportation Planner/Analyst II, Grade 36: Under general supervision, incumbents have leadworker responsibility in overseeing transportation system analysis and research or planning functions of one or more assigned programs or work unit.

7.731 Transportation Planner/Analyst I, Grade 34: Under general supervision, incumbents conduct research and planning activities according to a specific program's requirements. Incumbents report to a higher-level Transportation Planner/Analyst and may supervise Transportation Technicians in the performance of work activities. This is the journey level in the series.

7.733 Transportation Planner/Analyst Trainee, Grade 31: Under close supervision, incumbents receive training in performing the duties described above. This is the entry level in the series and incumbents may progress to the Transportation Planner/Analyst I upon meeting the minimum qualifications and with the approval of the appointing authority.

4.   Subgroup: Public Information

<u>7.849   Publications Editor series</u>

The Department of Personnel recommends minor changes to the Publications Editor series. Our department worked with subject matter experts to revise and update the Publications Editor I and II classes to reflect current duties, processes and new technology.

Technology also impacted the knowledge, skills and abilities. Through the validation process, the KSA's were updated to include page layout software and computer skills. These skills are reflected in the minimum qualifications at the Publications Editor II level with the requirement that one year of the experience must have included working with page layout software. The addition of computer skills does not affect the grade level as these skills are frequently required of lower level classes.

7.849 Publications Editor II, Grade 33: Under direction, incumbents perform the full range of duties in the series concept for books or other complex publications such as scientific or professional journals. This level is distinguished from the journey level by participation in evaluation and selection of manuscripts for publication, often requiring interaction with professional reviewers; extensive rewriting; and work with academic manuscripts requiring specialized knowledge of a particular discipline and/or the ability to comprehend and evaluate material from several disciplines.

7.830 Publications Editor I, Grade 31: Under direction, incumbents perform the full range of duties in the series concept at the journey level. Incumbents typically work on magazines, brochures, catalogs, newsletters, internal communications and other materials.

5.   Subgroup: Information Technology

Information Technology (IT) has become an industry standard title and better reflects the nature of this subgroup than the previous title, Electronic Data Processing. As a result, the subgroup and class titles have been retitled IT.

      a.   IT Manager series

The IT Manager series consolidates the Information Systems Manager series, Data Processing Manager series, the Computer Operations Manager class, and the management levels of the Information Security Officer series. The duty statements and knowledge, skills, and abilities were updated to reflect current technology and terminology. Class concepts were developed to distinguish levels in the series based on responsibility, supervision provided, and other factors pertinent to the scope and complexity of the IT initiatives managed. In addition, benchmark descriptions were provided at each level to show examples of typical assignments.

IT Managers are responsible for planning, organizing, directing, and controlling the IT activities in one or more IT specialty areas of the State, a department, or a division.

7.901 Chief IT Manager, Grade 44: Under general administrative direction, incumbents perform IT managerial duties and interact with internal and external management levels as well as executives and officials to negotiate solutions to major or controversial issues within policy guidelines. Incumbents supervise a staff of lower level IT Managers and IT professionals on a regular and recurring basis and IT Technicians and support staff as required. Incumbents perform one of the following roles:

1) Incumbents direct and manage IT functions for a department or division with direct responsibility for an annual IT operation and maintenance budget and development projects' funds. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with a critical level of financial risk, critical level of legal or physical risk, and at least high positive or negative consequences to State government and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a high negative effect on the populace the initiative is intended to serve; or

2) The incumbent works under the direction of the Nevada State Chief Information Officer (CIO) and manages the State's information security program. The incumbent provides co-leadership to the State Security Committee in planning, developing, and implementing information security initiatives at the statewide level; or

3) Incumbents work under the direction of the director or executive of an agency that is excluded from Department of Information Technology oversight as established in NRS 242.111 and manage the agency's information security program. Incumbents provide co-leadership to the State Security Committee in planning, developing, and implementing information security initiatives at the statewide/multi-agency/agency level.

7.902 IT Manager III, Grade 43: Under administrative direction, incumbents perform IT managerial duties and interact with internal and external management levels as well as executives and officials to solve problems involving conflict or controversy requiring interpretation/application of policy. Incumbents supervise a staff of IT professionals on a regular and recurring basis and lower level IT Managers, IT Technicians, and support staff as required. Subordinates may include Master IT Professional II's. Incumbents perform one of the following roles:

1) Incumbents direct and manage IT functions within or for a department or division with direct or indirect responsibility for an annual IT operation and maintenance budget or funds on a regular and recurring basis and development projects' funds as required. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with a critical level of financial risk, at least high level of legal or physical risk, and at least high positive or negative consequences to State government and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a significant negative effect on the populace the initiative is intended to serve; or

2) Incumbents work under the direction of a Chief IT Manager or director of a large department, and manage the department's information security program. Positions at this level are wholly dedicated to information security. Incumbents maintain departmental adherence to security policies and must serve as the department's representative on the State Security Committee.

7.906 IT Manager II, Grade 42: Under general direction, incumbents perform IT managerial duties and interact with internal management levels or external peers and higher supervisory levels to solve problems involving conflict or controversy requiring interpretation/application of policy. Incumbents supervise a staff of IT professionals on a regular and recurring basis and lower level IT Managers, IT Technicians, and support staff as required. Subordinates may include Master IT Professional II's.

Incumbents direct and manage IT functions within or for a department or division with direct or indirect responsibility for an annual IT operation and maintenance budget or funds on a regular and recurring basis and developmental projects' funds as required. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with at least a high level of financial risk, at least a high level of legal or physical risk, and at least significant positive or negative consequences to State departments and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a significant negative effect on the populace the initiative is intended to serve.

7.904 IT Manager I, Grade 41: Under limited supervision, incumbents perform IT managerial duties and interact with others at similar levels or external peers and higher supervisory levels for the purpose of answering questions requiring explanations or interpretations of standard procedures and solving problems involving some conflict and requiring interpretation/application of policy. Incumbents supervise a staff of IT

professionals on a regular and recurring basis and IT Technicians and support staff as required. Subordinates may include IT Professional IV's or Master IT Professionals.

Incumbents direct and manage IT functions within or for a department or division with direct or indirect responsibility for an annual IT operation and maintenance budget or funds on a regular and recurring basis and developmental projects' funds as required. Incumbents plan and implement IT initiatives, where the responsibility for failure falls on the incumbent, with at least a significant level of financial risk, at least a significant level of legal or physical risk, and at least moderate positive or negative consequences to State departments and citizens. Sharply reducing or eliminating funding for these initiatives would have at least a significant negative effect on the populace the initiative is intended to serve.

b.   Master IT Professional series

The Master Information Specialist series has been updated to reflect current technology and terminology. It is recommended that the series be retitled to Master IT Professional for consistency within the occupational subgroup.

Master IT Professionals provide the highest level of professional IT expertise in an agency in one or more functional areas such as information systems project management, quality assurance, database administration, network administration, systems administration, applications analysis and development, or information security.

7.909 Master IT Professional II, Grade 43: Incumbents are technical experts in a specific IT area in which they have received the highest level of specialized training and certification from a nationally recognized/accredited organization. This training enables them to provide technical expertise beyond that which is provided by an IT Professional IV or III. Incumbents report to a manager or supervisor who may be at the same or lower grade level.

Incumbents provide the highest level of technical expertise in a specific IT area in an agency and receive no technical supervision. The incumbent's supervisor or co-workers have limited or no knowledge or experience in the area for which the incumbent has been certified.

Positions allocated to this class perform duties and assignments of a broad scope and critical nature, and the loss of the incumbent would have a critical adverse impact on the agency's operations, activities, and services if assigned duties and projects were unsuccessful. Failure typically has statewide effects. The agency considers the incumbent's job duties to be critical to continued service to users or project success.

7.910 Master IT Professional I, Grade 41: Incumbents are technical experts in a specific IT area in which they have received the highest level of specialized training and certification from a nationally recognized/accredited organization. This training enables them to provide technical expertise beyond that which is provided by an IT Professional IV or III. Incumbents report to a manager or supervisor who may be at the same or lower grade level.

Incumbents provide technical expertise in a specific IT area in an agency and receive limited technical supervision. The incumbent's supervisor or co-workers possess some knowledge or experience in the area for which the incumbent is certified.

Positions allocated to this class perform duties and assignments of a broad scope and high criticality, and the loss of the incumbent would have a high adverse impact on the agency's operations, activities, and services if assigned duties and projects were unsuccessful. Failure could have statewide effects. The agency considers the incumbent's job duties to be critical; however, others are qualified to perform the incumbent's duties should need

arise. Other projects or systems would suffer considerably should it become necessary to reassign staff to perform the incumbent's duties.

c.　　IT Professional series

The IT Professional series consolidates the Computer Operations Supervisor classes, Computer Systems Programmer series, Computer Network Specialist series, Database Administrator series, Information Systems Specialist series, professional levels of the Information Security Officer series, and the Computer Information Systems Trainee class. The duty statements and knowledge, skills, and abilities were updated to reflect current technology and terminology. The class concepts were updated prior to incorporation to this series and are listed separately for each specialty.

IT Professionals analyze, develop, implement, maintain, and modify computer operations, systems, networks, databases, applications, and/or information security.

Positions in this series focus on one of the specialization areas indicated below; or perform a combination of duties in two or more areas; or function as generalists.

Specialty Areas

- Computer Operations (currently Computer Operations Supervisor)
- Systems Administration (currently Computer Systems Programmer)
- Network Administration (currently Computer Network Specialist)
- Database Administration (currently Database Administrator)
- Applications Analysis and Development (currently Information Systems Specialist)
- Information Security (currently Information Security Officer)

Incumbents may perform duties associated with one or more IT specialty areas within the same class level, depending on the needs of the agency. This will give agencies flexibility in responding to business needs, assigning work to IT staff, and aid in retention of incumbents by providing them with opportunities to learn new skills.

When the last occupational study of this group was conducted, networks were fairly simplistic. In recent years, network administration has increased in complexity due to increases of the following: security demands of Internet facing applications and services, usage of distributed applications and related diagnostics, agency dependence on information, and data paths and network load balancing. In recognition of the additional complexity, it is recommended the Computer Network Specialist classes be increased by one grade level each to grades 41, 39, and 37 to align with the other IT specialty areas within the IT Professional series.

7.921 IT Professional IV, Grade 41: Under administrative direction, incumbents perform supervisory duties and manage projects of varying size, scope, and impact to agency operations to include serving as the project leader; planning, organizing, and directing project activities; resolving design conflicts; data administration; resource allocation; contract negotiation; timeline development; critical path tracking; justifying the need for additional resources; and coordination with other work units within and outside the

organization as assigned. Non-supervisory positions must spend the preponderance of their time performing the most advanced professional work in project management and oversight or technology planning and consultation. Subordinates may include Master IT Professionals. Positions in the Information Security area function at the advanced journey level and may also perform supervisory duties.

Specialty Areas

- Systems Administration
- Network Administration
- Database Administration
- Applications Analysis and Development
- Information Security

These specialty areas are further defined using separate concepts, knowledge, skills, and abilities.

7.925 IT Professional III, Grade 39: Under general direction, incumbents perform advanced journey level duties and may train, supervise, and evaluate the performance of subordinate staff and/or serve as a project leader as assigned. Incumbents may function as a unit leader to include directing the activities of a branch IT support unit, overseeing projects of limited scope, and coordinating activities with other work groups. This is a supervisory level for Computer Operations and the journey level for Information Security positions.

Specialty Areas
- Computer Operations
- Systems Administration
- Network Administration
- Database Administration
- Applications Analysis and Development
- Information Security

These specialties are further defined using separate concepts, knowledge, skills, and abilities.

7.926 IT Professional II, Grade 37: Under general supervision, incumbents perform journey level duties and may serve as a leadworker to lower level IT staff as assigned. This is a supervisory level for Computer Operations positions.

Specialty Areas
- Computer Operations
- Systems Administration
- Network Administration
- Database Administration
- Applications Analysis and Development

These specialties are further defined using separate concepts, knowledge, skills, and abilities.

7.929 IT Professional I, Grade 34: Under general supervision, incumbents perform duties as continuing trainees. This is a supervisory level for Computer Operations positions.

Specialty Areas
- Computer Operations
- Systems Administration
- Network Administration
- Database Administration
- Applications Analysis and Development

These specialties are further defined using separate concepts, knowledge, skills, and abilities.

7.951 IT Professional Trainee, Grade 31: Under close supervision of a higher-level IT Professional, incumbents acquire the requisite knowledge, skills, and abilities and gain experience in a specialized information technology area such as systems administration, network administration, database administration, or applications analysis and development. Incumbents perform a variety of IT-related duties as trainees. Progression to the next level in the series may occur upon meeting minimum qualifications and with the approval of the appointing authority.

d.   Business Process Analyst series

The Agency/Program Information Specialist series has been revised and retitled to better reflect the nature of these positions. Based upon the analytical nature of work and the knowledge and experience requirements being oriented more towards business processes than information technology, it is recommended that this series be moved to the Administrative & Budget Analysis subgroup within the Fiscal Management & Staff Services occupational group.

Business Process Analysts apply an in-depth knowledge of the agency's program areas to define and implement a solution to a given problem that requires an individually tailored response for end-user requirements.

7.655 Business Process Analyst III, Grade 38: Under general direction, incumbents train, supervise, and evaluate the performance of subordinate staff and may serve as project leaders with responsibility for defining and managing the project scope and objectives. Non-supervisory positions allocated to this level receive minimal or no technical supervision within their department.

7.656 Business Process Analyst II, Grade 36: Under limited supervision, incumbents perform the full range of journey level duties described in the series concept. Incumbents may serve as a leadworker as assigned.

7.657 Business Process Analyst I, Grade 34: Under general supervision, incumbents receive training in the duties described in the series concept or may be permanently allocated below the journey level.

e.   IT Technician series

The IT Technician series consolidates the Computer Network Technician series and the Computer Systems Technician series. The duty statements and knowledge, skills, and abilities were updated to reflect current technology and terminology. The class concepts were updated prior to incorporation to this series and are listed separately for each specialty. Help desk support and mainframe and server operations technicians, who typically progress to computer operations supervisors, will benefit from an additional career progression option to work with networks.

IT Technicians install, configure, monitor, and maintain networks and monitor and maintain help desk user support or mainframe and server operations.

Positions in this series function in one of the following IT specialty areas:

- Help Desk Support (currently Computer Systems Technician)
- Mainframe and Server Operations (currently Computer Systems Technician)
- Network Operations and Support (currently Computer Network Technician)

These IT specialty areas allow incumbents to perform duties associated with other IT specialty areas within the same class level depending on the needs of the agency. This will give agencies flexibility in assigning duties to their IT staff.

7.927 IT Technician Supervisor, Grade 37, Network Operations and Support: Under general direction, incumbents train, supervise, and evaluate the performance of a team of at least three subordinate IT Technician V's and/or VI's who install, maintain, and repair workstations connected to a local area network (LAN). In addition, incumbents may be required to supervise IT Technician IV's, III's, II's, I's, and/or Trainees. Incumbents manage day-to-day operations of the work unit; assign and review work; prioritize and schedule assignments; and ensure completed work meets or exceeds agency policy and procedure requirements and industry standards. Incumbents confer with higher level IT staff to develop work plans and strategies, determine priorities, and provide information concerning user issues, needs, and problems.

7.928 IT Technician VI, Grade 35, Network Operations and Support: Under limited supervision, incumbents install and repair workstation hardware and software on a LAN, troubleshoot hardware and software problems both on-site and at remote locations, consult with management to determine automation requirements, test hardware and evaluate software licensing options, and make recommendations in relation to identified needs. Incumbents assist in planning and installing network infrastructure, conduct routine analysis of network hardware and software, and provide for data security and recovery as required. Incumbents in this class may supervise lower level technicians or serve as a team leader, but this does not, by itself, constitute justification for allocation to the higher level. This is the advanced journey level for network operations and support.

7.931 IT Technician V, Grade 33, Network Operations and Support: Under general supervision, incumbents provide network support for work group business functions, enable data transfer, peripheral sharing, and applications sharing within the work group to include wireless transport methods. Duties are performed in accordance with established standards for hardware, software, and work group functionality. This is the journey level for network operations and support.

7.935 IT Technician IV, Grade 31: Under limited supervision, incumbents perform advanced journey level duties and may serve as a project leader or leadworker and provide training to IT Technicians at the same level or lower. For Network Operations and Support positions, this level may be used as either a trainee for the next level in the series, or positions may be permanently allocated below the journey level.

Specialty Areas
- Help Desk Support
- Mainframe and Server Operations
- Network Operations and Support

These specialties are further defined using separate concepts, knowledge, skills, and abilities.

7.940 IT Technician III, Grade 29: Under limited supervision, incumbents may serve as a leadworker to lower level IT Technicians. Typical tasks include performing routine maintenance and identifying backup media problems. This is the journey level in a large department.

Specialty Areas
- Help Desk Support - Incumbents independently resolve many users' PC issues including email and applications problems and record calls using the help desk application. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; use utilities to check for network connectivity; and establish user rights.
- Mainframe and Server Operations - Incumbents independently resolve many mainframe or server issues by monitoring batch production jobs, output, and printers. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; use utilities to monitor the availability of databases; identify problems; use documentation to run processes; check backup media for problems; and assist system administrators with special jobs.

These specialties are further defined using separate concepts, knowledge, skills, and abilities.

7.941 IT Technician II, Grade 27: Under general supervision, incumbents perform journey level duties.

Specialty Areas

- Help Desk Support - Incumbents identify and decide how to resolve problems themselves or through appropriate referral; record calls using the help desk application; write work orders as used for change/problem management and resolve routine issues; change backup media; unlock accounts; reset passwords; and follow agency security and access procedures.
- Mainframe and Server Operations - Incumbents identify and decide how to resolve problems themselves or through appropriate referral; print reports and resolve routine issues; use display commands; change backup media; follow established procedures; lookup error codes; and follow agency security and access procedures.

These specialties are further defined using separate concepts, knowledge, skills, and abilities.

7.957 IT Technician I, Grade 25: Under close supervision, incumbents perform IT technical work in help desk support or mainframe and server operations. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; monitor devices; set up basic jobs as required; use basic job control language and scheduling as required; take calls and log messages as required; maintain routine logs; replace backup media; and routinely consult manuals and procedures.

7.943 IT Technician Trainee, Grade 23: Under close supervision, incumbents receive training in the performance of many of the duties described in the series concept in help desk support or mainframe and server operations. Progression to the next level in the series may occur upon meeting minimum qualifications and with the approval of the appointing authority.

6.   Obsolete Classes to be Abolished

It is recommended that obsolete class specifications be abolished effective July 1, 2007, as follows:

7.905 Information Systems Manager I
7.903 Data Processing Manager II
7.911 Information Systems Specialist IV
7.913 Information Systems Specialist III
7.924 Information Systems Specialist II
7.933 Information Systems Specialist I
7.912 Computer Operations Supervisor III
7.920 Computer Operations Supervisor II
7.934 Computer Operations Supervisor I
7.914 Computer Systems Programmer IV
7.915 Computer Systems Programmer III
7.923 Computer Systems Programmer II
7.932 Computer Systems Programmer I
7.916 Computer Network Specialist III
7.918 Computer Network Specialist II

7.919 Computer Network Specialist I
7.936 Chief Information Security Officer
7.937 Information Security Officer III
7.938 Information Security Officer II
7.939 Information Security Officer I
7.944 Computer Network Technician Trainee
7.950 Agency/Program Information Specialist III
7.952 Agency/Program Information Specialist II
7.956 Agency/Program Information Specialist I